

ASSISTANT TO THE DIRECTOR OF SINGLE FAMILY SPECIAL PROGRAMS

APPLICATION DEADLINE IS MONDAY OCTOBER 3, 2016 AT 11:59PM

Division: Single Family Special Programs
Reports to: Director of Single Family Special Programs
Location: Nashville, TN
Full-time/Part-time: Full time
Salary Grade: 26
Monthly Salary Range Minimum: \$ 2,637
FLSA Classification: Non-exempt (01)

Critical features of this job are described under the headings below. They may be subject to change due to changes in our business processes or other business-related reasons.

POSITION SUMMARY: Provides assistance and administrative support to the Director of Single Family Special Programs (SFSP).

ESSENTIAL DUTIES AND RESPONSIBILITIES

Essential duties and responsibilities include the following. Other duties may be assigned.

- Establishes and maintains files for the Director of SFSP.
- Coordinates and maintains scheduling and communication for the Director of SFSP, including maintaining calendars, e-mail groups, contacts, etc.
- Prepares and submits travel documentation necessary for travel authorization and travel claims, following THDA Travel Guidelines, for the Director, Chief Administrative Officer (CAO), Managers, or staff as needed.
- Coordinates travel arrangements for CAO, Director and other staff as needed, including flight reservations, hotels, directions, etc.
- Provides administrative support and coordinates preparations for meetings, including scheduling, reserving meeting space, agendas, meeting space set-up, catering needs, sending electronic invitations, etc.
- Maintains correct, updated program guides for SFSP, mailing lists and database in the THDA Apps.
- Maintains all program related guides and policies and procedural manuals with current updates and revisions, and distributes to lenders, Nonprofit Partners, REALTORS®, and staff.
- Assists with annual Recertification of Nonprofit Partners, collecting and logging incoming documentation.
- Maintains and updates website information relative to SFSP programs.
- Compiles and distributes updates for other departments.
- Assists in the preparation of external training events, appreciation dinners and other THDA supported events to include off site attendance at these events.
- Receives and date stamps incoming mail and express packages, when needed as back-up, and assures distribution to the proper staff member.
- Receives and logs all Partner applications for SFSP.
- Assists with the pre-screening of program appeals.
- Assists with research and creation of new SFSP programs.
- Works closely with Program Development Coordinator in grant writing and submissions.

MINIMUM QUALIFICATIONS

The requirements listed below are representative of the knowledge, skills, and/or abilities required.

Education and Experience:

- High School diploma or equivalent GED; some college preferred.
- Four years of successful, full-time employment in a business office environment, preferably a lending institution, in an administrative support role.

The above qualifications express the minimum standards of education and/or experience for this position. Other combinations of education and experience, if evaluated as equivalent, may be taken into consideration.

Knowledge, Skills, Abilities, and Competencies:

- Thorough knowledge of business English.
- Aptitude for working with numbers.
- Excellent telephone skills and people skills.
- Strong interpersonal skills.
- Excellent verbal and written communication skills.
- Builds and maintains positive relationships with internal and external constituents.
- Maintains credibility through sincerity, honesty, and discretion.
- Maintains a high level of confidentiality.
- Strong organizational skills.
- Highly organized; strong time management skills; uses time effectively; consistently meets deadlines.
- Documents regularly, thoroughly, accurately, and completely.
- Ability to exercise good judgment, courtesy, and tact in dealing with the public, and in giving and obtaining information.
- Ability to exercise good judgment in evaluating situations and making decisions.
- Ability to work independently and with little supervision.
- Exhibits team player abilities on a regular basis.
- Computer literate; proficient in Microsoft Word, Excel, Outlook, and the internet; able to effectively adapt to and use other computer systems as needed for daily activities.

Special Demands:

The special demands described here are representative of those that must be met by a staff member to successfully perform the essential functions of this job.

- While performing the duties of this job, the employee is regularly required to sit; stand; use hands to finger, handle or feel; and talk and hear.
- The employee is occasionally required to walk; reach with hands and arms, and stoop, kneel, or crouch.
- Specific vision abilities required by this job include close vision, distance vision, and the ability to adjust focus.

EQUAL OPPORTUNITY/EQUAL ACCESS/AFFIRMATIVE ACTION EMPLOYER

**PLEASE VISIT OUR WEBSITE AT WWW.THDA.ORG AND FOLLOW THE ONLINE INSTRUCTIONS
APPLICATION MUST BE COMPLETE AND RESUME ATTACHED FOR CONSIDERATION**